

## Client Evaluation of Breyer Law Offices

It has been our pleasure to represent you. Your feelings and opinions are important to us. We want to hear from your experience with us in order to improve the way we care for our clients. Please take a few minutes to answer the following questions. Thank you!

Type of Case: MVA

Why did you choose Breyer Law Offices? Found good reviews... I can't remember where specifically anymore.

Was the staff courteous and professional? Yes Were your calls and E-mails responded to timely? Yes Did you feel informed throughout our representation of you? Yes

If not, please explain and tell us how we could have served you better: n/a

Were you hesitant to hire an attorney and, if so, why? Yes I wasn't sure if it was necessary and the thought of giving up  $\frac{1}{3}$  of what I would get was scary.

Was your case result in-line with your expectations? no <sup>if</sup> If not, please explain: Better!

What part(s) of the process do you feel Breyer Law Offices handled well/could improve? Everything was handled well and was explained thoroughly.

What members of Breyer Law Offices did you most appreciate and what impressed you most? \_\_\_\_\_

Stephanie → quick responses to emails and getting to know me on a personal level  
Alexis → being informative and also getting to know me on a personal level

In what areas do you feel Breyer law Offices provided you outstanding service/representation? \_\_\_\_\_

The overall result of the case was better than I expected. They made it very easy for me.

In what areas do you feel Breyer Law Offices could have done a better job in their service to you and their representation of you? Can't think of anything

If you were running our law firm, what improvements would you make in our service and representation of clients? Can't think of anything

Were you previously aware that as a former client of Breyer Law Offices, you can call us any time in the future for legal guidance or lawyer referral, regardless of the area of law your question deals with? \_\_\_\_\_

Yes

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? \_\_\_\_\_

Yes!

**Grade us in our performance in the following areas on a scale of 1 – 10, "10" being the highest score and "1" being the lowest:**

Professionalism: 10  
Customer service/How you were treated 10  
Response time to your questions 10

Legal Ability: 10  
Quality of representation: 10  
Expectations met: 10

What was the best part/worse part of your experience with Breyer Law Offices? Best was  
outcome. Worst was waiting! (but I understand and it was worth it)

Was there some part of your experience that was unexpected or that you especially appreciated? \_\_\_\_\_

That Stephanie and Alexis remembered little things about me  
and/or my family and asked about them each time.

What was your overall feeling about your experience with Breyer Law Offices? Great! Not that

I want anyone to have to go through something that requires your service,

but I also am so glad that if something does happen I will have a  
great recommendation for them and can advise them to get a lawyer based on  
my experience.

Can we use your statement and/or comments and or video for promotional purposes? \_\_\_\_\_

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? Someone turned in front of me which caused the collision.

At the time I had scratches, bruises, sore thumb, hurt shoulder but

the most notable of my injuries was my foot. Breyer Law made

sure I was educated throughout the process + made me feel comfortable

from the beginning. I was skeptical about getting a lawyer but this choice felt right.

What would you say to someone who was considering hiring our office who was hesitant to become

involved with a lawyer and who thought they could handle their claim on their own? Get a

lawyer! I would strongly recommend Breyer Law to anyone

who needs a lawyer. Regardless of the case I would at

least urge them to talk to you.

Signature: \_\_\_\_\_

[Handwritten Signature]